

EMERGENCY COMMUNICATIONS TECHNICIAN

FLSA Code: N

Job Code: 6010

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate technical and clerical work on an assigned shift dispatching police, rescue and other equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, feeling, and repetitive motions; vocal communication is required for conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for color perception, preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Monitors and operates radio frequencies and telephone calls for calls requesting police, rescue, animal control and other city services; maintains alarm systems.

Answers emergency and non-emergency 911 calls;

Monitors and retrieves data from the VCIN/NCIC computer system; files copies of all transactions;

Responds to alarms on private business system and on all city and school facilities;

Monitors TDD, CB-channel and civil defense calls;

Serves as emergency contact for city agencies after normal hours;

Enters and updates requests for police, fire, rescue and animal control assistance on CAD maintaining computer log of all activities;

Monitors city alarms and CCTVs and dispatches services;

Handles crime line calls;

Enters warrants, citations, accidents and other information into the computer;

Performs related tasks as required.

REQUIREMENTS/EDUCATION/EXPERIENCE:

Graduation from high school and some experience in the operation of a dispatch communication system, radio ten code system and teletype procedures; general knowledge of the geography of the city and location of important buildings; demonstrated ability to learn and retain knowledge of telecommunications procedures and techniques and to deal with the public under stressful conditions; certification as a communications officer within one year of employment; certification as a VCIN operator. An equivalent combination of training and experience may be considered.

This is a class description and not an individualized job specification. The class description defines the general character and scope of duties, responsibilities, and requirements of all positions in one job classification, but is not all inclusive. Duties, responsibilities and requirements may be added, deleted or changed at any time at the discretion of management.